Welcome to the CNS OIT Public Wiki

The purpose of this wiki: To provide self-help information to the CNS community to quickly resolve technical issues without CNS OIT intervention, and document processes to request information and assistance from CNS OIT.

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Public Knowledge Base for the College of Natural Sciences Office of Information Technology.

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**Frequently asked questions**

- How to Submit a Ticket?
- Policies, policies, policies!
- More Coming Soon!

**Need more help?**

- CNS Help Desk
- CNS OIT
- CNS OIT blog
- Request an article

**Other resources**

- Coming Soon!

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**Browse by topic**

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**Recently updated articles**

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- [Math Mail Migration](#)  
  Feb 11, 2018 • updated by Melissa Medina-Razzaque • view change
- [Instructional Use Laptop program](#)  
  Feb 01, 2018 • created by Melissa Medina-Razzaque
- [CNS Office of Information Technology Public Wiki](#)  
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- [Campus AUP and IRUS and other relevant policies](#)  
  Jan 29, 2018 • created by Bryan Welch
- [Admin Responsibility Matrix](#)  
  Jan 16, 2018 • updated by Matthew Davidson • view change
- [User Environmental Changes](#)  
  Nov 16, 2017 • created by Matthew Davidson
- [Admin Responsibility Matrix](#)  
  Nov 14, 2017 • updated by Melissa Medina-Razzaque • view change
- [E-Mail Remote Firewall Issues](#)
Nov 08, 2017 • created by Leah Johnson

Classification of IT Resources for ISORA
Sep 05, 2017 • updated by Matthew Davidson • view change

How to Configure Office 365 on Thunderbird OSX
Aug 17, 2017 • updated by Matthew Davidson • view change

Lynda
Jun 06, 2017 • updated by Jessie Lapin • view change

How to create a firewall rule for RDP and VNC on Windows
May 24, 2017 • updated by Andrew Djuplin • view change

Wannacry
May 22, 2017 • created by Bryan Welch